

U.S. Embassy Rabat ♦ Human Resources Office
Vacancy Announcement
SHIPPING AND CUSTOMS SUPERVISOR
Announcement Number: 11-31

OPEN TO: All Interested Candidates

POSITION: SHIPPING AND CUSTOMS SUPERVISOR, FSN-08, FP-6*

OPENING DATE: Tuesday, July 12, 2011

CLOSING DATE: Tuesday, July 26, 2011

WORK HOURS: Full-time, 40 hours/week

SALARY: *Not-Ordinarily Resident: \$ 44,737 p.a. (Starting Salary based on 40 hours)
(Position Grade: FP-6 following confirmation by Washington)

*Ordinarily Resident: Gross Salary DH 191,285 p.a. (Starting Salary based on 40 hours including allowances, competitive bonus and benefits package. U.S. Mission will withhold from your gross salary employee's portion of the CNSS and CIMR contributions, health/life/disability insurance contributions as well as all tax obligations as imposed by the US and/or host country governments)
(Position Grade: FSN-08)

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

- - - - -

The U.S. Embassy in Rabat is seeking an individual for the position of Shipping and Customs Supervisor.

BASIC FUNCTION OF POSITION:

Incumbent assumes responsibility for overall coordination of the inbound/outbound shipments, visa application process for mission employees travelling to third countries, and is directly responsible for the vehicle registration process. Directs tasks and adjusts workload as supervisor of three locally-employed staff members. Incumbent is the technical manager of the shipping contract, and takes responsibility for contract compliance and invoice reconciliation for payment. The supervisor manages Post's ILMS Transportation Lite System, ICASS workload counts and general record-keeping, tracking all shipments and ensuring that data is recorded timely and accurately. The supervisor takes responsibility for maintaining accurate and current vehicle registration records.

QUALIFICATIONS REQUIRED

NOTE: *All applicants **must** meet all qualifications and provide supporting documentation for each criterion below*

Education: Two years of post-high school education or associates degree is required.

Experience: Minimum of three years work experience relevant to the position, to include: supervising in an office setting and/or working with the Government of Morocco is required. Contract management and customer service experience required.

Language: Level 4 (fluency) in English, French, and Arabic is required

Knowledge:

-Should be familiar with Moroccan Customs procedures.

- Competency in the use of computer software for data tracking and management is required.
- Must have strong written and oral communication skills in French, Arabic and English.

Abilities and Skills:

- Customer service and clear writing skills are essential.
- Class B driver's license is required.

SELECTION PROCESS

When equally qualified, US Citizen EFMs and US Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
3. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
5. Current Ordinarily Resident employees must serve in the same position for a period of 52 weeks before being eligible to apply for advertised positions. A waiver to this requirement by the employee and cleared by the American supervisor must be submitted to the Human Resources Officer for approval prior to applying for a position.

TO APPLY

Interested applicants for this position must submit the following for consideration of the application:

1. Universal Application for Employment, DS-174 form.
2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
3. Any other documentation (e.g. education diplomas, essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION

- a) By mail to: Human Resources Office
Attention: Vacancy Announcement 11-31
Address: 2 Avenue Mohamed El Fassi (ex-Marrakech), Rabat
- b) By e-mail: RecruitmentRabat@state.gov

Important: If your application has been selected for further consideration, you will be contacted within 3-6 weeks from the closing date of this vacancy announcement for further testing and/or interview.

***DEFINITIONS**

1. US Citizen Eligible Family Member (USEFM) – **For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:**

- US Citizen; and,
- EFM (see above) at least 18 years old; and,

- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. Member of Household (MOH) – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

The US Mission in Morocco provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.

The department of State strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2).

1. Post Rabat		2. Agency Department of State - ICASS		3a. Position Number	
3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block. <input type="checkbox"/> Yes <input type="checkbox"/> No					
4. Reason For Submission <input type="checkbox"/> a. Redescription of duties: This position replaces (Position Number) _____, (Title) _____ (Series) _____ (Grade) _____ <input checked="" type="checkbox"/> b. New Position Shipping and Customs Supervisor <input type="checkbox"/> c. Other (explain) _____					
5. Classification Action		Position Title and Series Code		Grade	Initials
a. Post Classification Authority					
b. Other					
c. Proposed by Initiating Office		Shipping and Customs Supervisor			
6. Post Title Position (If different from official title) Shipping and Customs Supervisor			7. Name of Employee		
8. Office/Section			a. First Subdivision		
b. Second Subdivision			c. Third Subdivision		
9. This is a complete and accurate description of the duties and responsibilities of my position. _____ Printed Name of Employee _____ Signature of Employee Date (mm-dd-yyyy)			10. This is a complete and accurate description of the duties and responsibilities of this position. _____ Printed Name of Supervisor _____ Signature of Supervisor Date (mm-dd-yyyy)		
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. _____ Printed Name of Chief or Agency Head _____ Signature of Section Chief or Agency Head Date (mm-dd-yyyy)			12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. _____ Printed Name of Admin or Human Resources Officer _____ Signature of Admin or Human Resources Officer Date (mm-dd-yyyy)		
13. Basic Function Of Position Incumbent assumes responsibility for overall coordination of the inbound/outbound shipments, visa application process for mission employees travelling to third countries, and is directly responsible for the vehicle registration process. Directs tasks and adjusts workload as supervisor of three locally-employed staff members. Incumbent is the technical manager of the shipping contract, and takes responsibility for contract compliance and invoice reconciliation for payment. The supervisor manages Post's ILMS Transportation Lite System, ICASS workload counts and general record-keeping, tracking all shipments and ensuring that data is recorded timely and accurately. The supervisor takes responsibility for maintaining accurate and current vehicle registration records.					
14. Major Duties and Responsibilities _____ % of Time Management (70%) -The incumbent assumes supervisory responsibility for two shipping assistants and one customs/visa expeditor: prepares annual performance reports, schedules and adjudicates leave requests, and facilitates information within the section so that all mission and section information is shared -Responsible for all the section's record-keeping, data entry and information management: Transportation Lite, ICASS workload counts, shipping and customs logs. -Government technical monitor for the shipping contract and responsible for reviewing all other shipping invoices. -Assists with inbound shipment paperwork by locating requisite supporting documents in ILMS and inter-facing with other sections. (Continue on blank sheet) (See Addendum 1)					

15. Qualifications Required For Effective Performance

- a. Education
Two years of post- high school education or associates degree.
- b. Prior Work Experience
Minimum of three years work experience relevant to the position, to include: supervising in an office setting and/or working with the Government of Morocco. Must have worked with computer data systems. Contract management and customer service experience required.
- c. Post Entry Training
Post will provide on-the-job training for applicable Department of State software systems: Transportation Lite, ILMS, Contracting Officer's Representative. When available, applicant will attend supervisory skills workshop and LES transportation workshop.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (*spread*).
Level IV written and spoken English, French and Arabic.
- e. Job Knowledge
Should be familiar with Moroccan Customs procedures, and show competency in the use of computer software for data tracking and management. Must be ready to assume supervisory responsibilities for three local staff, and have strong written and oral communication skills in French, Arabic and English.
- f. Skills and Abilities
Computer data systems management experience. Must have good critical thinking, judgment and decision-making skills. Customer service and clear writing skills are essential. Class B driver's license is required.

16. Position Element

- a. Supervision Received
Directly supervised by the General Services Officer in charge of shipping and customs.
- b. Supervision Exercised
Directly supervises two shipping assistants and one customs/visa expeditor.
- c. Available Guidelines
14FAM 600, Departemnt of State on-line training, Mission Management Policies and Notices related to shipping and customs issues, mission's Locally Employed Staff Handbook.
- d. Exercise of Judgment
Incumbent will be responsible for setting priorities, responding to clients' inquiries, managing and evaluating employees, and solving problems with Government of Morocco agencies and ministries. Customer service and managing expectations are key. Enforces management controls for data tracking and recording and shipping contract compliance.
- e. Authority to Make Commitments
Internal to the mission in arranging for deliveries of inbound shipments and the exportation of outbound shipments.
- f. Nature, Level, and Purpose of Contacts
Managing contract with shipping company that is currently valued at a minimum of \$333, 372 annually. Interacting with three other shipping companies in arranging for deliveries and pack-outs. Must establish and maintain contacts at the Ministries of Transportation and Foreign Affairs, Customs, the Rabat-Sale Airport and the Casablanca Port authorities, and at the Department with ELSO, Despatch and Transportation . Has daily contact with USDH and LES throughout the mission, at all levels.
- g. Time Expected to Reach Full Performance Level
Up to one year depending on availability of Department of State training schedule.